



AGENDA

ADMINISTRATIVE TRAINING COURSE

Instructor: Keane Menefee
September 16-17, 2019
Course Host: Mansfield Animal Services

Course Cost: \$150/Student, non-refundable, credit card or checks made out to Keane Menefee and mailed to 2208 Woodland Oaks Dr, Arlington, TX 76013 or call 817-996-1452 to pay by credit card...\$5 credit card convenience charge. No refunds, only class credit for a future course.

To register visit www.Pet-Tactical.org

Monday, September 16th and Tuesday, September 17th, 2019

Location: Chris W. Burkett Service Center, 620 S. Wisteria St., Mansfield, TX 76063

8:00a.m. – 5:00p.m., 7 CE's per day for a total of 14 Continuing Education Credit Hours for the Complete Course

Administrative:

- Shelter Promotion/ Social Marketing
 - Advertising
 - Facebook/Twitter/YouTube

- Volunteers
 - SOP
 - Budget
 - Training

- Agency Website Development

- Performance Management & Accountability
 - Staff Benchmarks
 - Evaluations
 - Employee Recognition

- Operating Policies, Procedures & Training

- Working with Your Advisory Board or Board of Directors

- Job Descriptions and Staffing Levels for Your Agency

- How to Reduce Staff Turnover and Improve Morale

- Hiring/Firing/Disciplinary Procedures in the Animal World
 - Interview Questionnaires & Tests



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- Budget 101 for Animal Shelters
- City Ordinances
 - Evaluation of Current Ordinance
 - Ordinance Research & Development
 - Working w/ Legal
 - Public Process
 - Implementation
 - Progressive Ordinances
- Public & Media Relations
- Statistical Tracking and Analysis
 - Agency Goals
 - Assilomar Accords